

You passed the exam.

You got the Job!

Now what?

Adult Peer Support Specialists'

Issues and Tools



Bridgehaven Center for Peer Excellence

Workshop focus:

Regulation

Education

Implementation

Issues

Tools

Peer support is a universal phenomenon.



www.clipartof.com · 1046439

It happens any time two people with common experience, background, interest, etc., give each other encouragement, hope, assistance, guidance and understanding in order to achieve a desired social or personal change.

Peer Support Services became Medicaid billable in Kentucky on January 1, 2014 with the implementation of Administrative Regulation **908 KAR 2:220.**



- Created name - **Adult Peer Support Specialist**
- Focus – **Behavioral Health Peer Support**
- Used SAMHSA Working Definition of Recovery

Behavioral Health Continuum of Care

Substance
Use
Disorders

Co-occurring
Disorders

Mental
Health
Disorders

APSS Definition of Recovery

Recovery is the process of change through which individuals improve their health and wellness, live a self-directed life and strive to meet their full potential.

Developed at 2010 The Pillars of Peer Support Services Summit to include full continuum of Behavioral Health Services.

REGULATION

908 KAR 2:220

- Administrative Regulation that governs APSS.
- Allows Adult Peer Support Specialist Services to be Medicaid billable.
- Provides definitions of peer support within the behavioral health field.
- Outlines who is Eligible to be an APSS.
- Describes Department Responsibilities.
- Describes Peer Specialists Responsibilities.
- Lists who may supervise APSS and outlines requirements for APSS supervision.

Section 1 – Page 1

(1) "**Adult peer support**" means emotional support that is provided by an adult peer support specialist to others with similar mental health, substance use, or co-occurring mental health and substance use disorders in order to achieve a desired social or personal change.

Key Components:

- Emotional Support
- Adult Peer Specialist works in partnership with one or more individuals with similar behavioral health issues
- Goal: Achieve desired social or personal change.

(2) "**Adult peer support specialist**" means a self-identified consumer of mental health, substance use, or co-occurring mental health and substance use disorder services who has successfully completed the adult peer support specialist training.

Key Components:

- Self-identified consumer of behavioral health services
- Completed 30 hours of APSS training
- Passed oral and written exam

(3) "**Adult peer support specialist services**" means structured and scheduled **non-clinical, therapeutic activities** provided to a consumer by an adult peer support specialist in accordance with this administrative regulation.

Key Components:

- Structured and scheduled
- Non-clinical, therapeutic activities
- Provided by Adult Peer Support Specialists
- Must follow 908 KAR 2:220

Section 4 – Page 4

Section 4. Adult Peer Support Specialist Responsibilities.

An adult peer support specialist shall:

- (1) Use relevant personal stories to assist other consumers through experience;
- (2) Serve as a role model to a consumer;
- (3) Encourage consumer voice and choice during development and implementation of plans;

Section 4 – Page 4

- (4) Support a consumer by:
 - (a) Attending team meetings on behalf of the consumer at the request of the consumer; or
 - (b) Accompanying the consumer to meetings upon the consumer's request;
- (5) Empower a consumer to have the confidence to be a self-advocate;

Section 4 – Page 4

- (6) Help providers or other individuals understand the importance of integrating consumer voice and choice in services and support within a system of care;
- (7) Promote socialization, recovery, self-advocacy, preservation and enhancement of community living skills for consumers; and
- (8) Complete and maintain documentation of a minimum of six (6) hours of related training or education in each subsequent year after successful completion of the adult peer support specialist training.

EDUCATION

Section 3. Department Responsibilities

(1) The department shall, within twenty (20) business days, approve or deny at least a thirty (30) hour adult peer support specialist training curriculum based on a nationally recognized model, which shall include modules on the following:

- (a) Problem solving;
- (b) Wellness recovery action plan;
- (c) Stages in the recovery process;
- (d) Effective listening skills;
- (e) Establishing recovery goals; and
- (f) Using support groups to promote and sustain recovery.

Bridgehaven Center for Peer Excellence

- Adult Peer Support Specialist Training
- 30 hour curriculum approved November 2016
- Based on work by Larry Fricks and Ike Powell of Appalachian Consulting Group

IMPLEMENTATION

When implemented in the behavioral health field, Peer Support/Peer Support Services can create paradoxical situations - situations that seem to contradict themselves or are inconsistent with expectations - because

Peer Specialists are asked to be
“in but not of” the system.



Peer support is based on mutuality and equality.

- If individuals are delivering peer support as trained Peer Specialists, are they still equal?
- Can they receive peer support from the peers they are serving?

Peer Specialists, often have to ‘walk the walk’ of the system while at the same time ‘walking to a different drummer.’

- Can a Peer Specialist provide services and not be seen as a provider?

When faced with these and other situations, APSS are asked to maintain the core concepts of peer support:

- respect**
- shared responsibility**
- mutual agreement of what is helpful**

If it is so hard to do –
why bother?

“When consumers begin to work in the behavioral health system as peer specialists, **recovery is accelerated** in three ways.

1. The Peer Specialist’s recovery is strengthened.
2. Peer Specialists help others recover.
3. **Peer Specialists help the agency and/or system recover.”**

Statement from Recovery Innovations, a large provider agency in Phoenix, AZ:

BREAK

Issues

Recovery Story

Benefit: APSS's most powerful tool for connecting with peers

Issue: Sharing personal information creates **major concerns** for “system”

Recovery Story

908 KAR 2:220

Section 4. Adult Peer Support Specialist Responsibilities.

An adult peer support specialist shall:

- (1) Use relevant personal stories to assist other consumers through experience;
- (2) Serve as a role model to a consumer;

APSS Code of Conduct

3. Adult Peer Support Specialists will openly share with consumers and colleagues their recovery stories from mental illness/substance use disorders and will likewise be able to identify and describe the supports that promote their recovery.

Resolution

- Wellness vs. Illness Stories
- Not about YOU!
- Sprinkle – Don't dump!
- Educate!

908 KAR 2:220

**Non-clinical, therapeutic activities...
in accordance with this
administrative regulation**

Issue: APSS are not clinicians

APSS do NOT make clinical judgements.

Peer Support Services Notes

Observations of behaviors and/or situations that are connected to the goals on an individual's treatment plan

Not clinical professionals, but must do jobs Professionally and Ethically

APSS Code of Conduct

- Guides ethical decisions
- Some principles may initially create conflict within an organization
- The principles in the Code of Conduct are supported by 908 KAR 2:220

VOICE & CHOICE – Code of Conduct

1. The primary responsibility of Adult Peer Support Specialists is to help individuals achieve their own needs, wants, and goals. Adult Peer Support Specialists will be guided by the principle of self-determination for all.
7. Adult Peer Support Specialists will advocate for those they serve that they may make their own decisions in all matters when dealing with other professionals.
9. Adult Peer Support Specialists will advocate for the full integration of individuals into the communities of their choice and will promote the inherent value of these individuals to those communities. Adult Peer Support Specialists will be directed by the knowledge that all individuals have the right to live in the least restrictive and least intrusive environment.

VOICE & CHOICE – 908 KAR 2:220

Section 4. Adult Peer Support Specialist Responsibilities.

An adult peer support specialist shall:

- (3) Encourage consumer voice and choice during development and implementation of plans;
- (4) Support a consumer by:
 - (a) Attending team meetings on behalf of the consumer at the request of the consumer; or
 - (b) Accompanying the consumer to meetings upon the consumer's request;

VOICE & CHOICE – 908 KAR 2:220

- (5) Empower a consumer to have the confidence to be a self-advocate;
- (6) Help providers or other individuals understand the importance of integrating consumer voice and choice in services and support within a system of care;
- (7) Promote socialization, recovery, self-advocacy, preservation and enhancement of community living skills for consumers;

APSS serve as
ADVOCATES
for those they serve
until
those individuals can
advocate for themselves.

Tools

5 KEY QUESTIONS

1. Why am I questioning my actions in this situation?
2. Is there an agency policy regarding this situation?
3. Is this something I need to discuss with my supervisor?
4. Does this in any way complicate or negatively impact my relationship with this peer?
5. Out of all the options, why this one?

Maintain Clear Boundaries

5. Adult Peer Support Specialists will never intimidate, threaten, harass, **use undue influence**, physical force or verbal abuse, or **make unwarranted promises of benefits** to the individuals they serve.

Maintain Clear Boundaries

10. Adult Peer Support Specialists will not enter into **dual relationships** or **commitments** that conflict with the interests of those they serve.

Maintain Clear Boundaries

11. Adult Peer Support Specialists will **never** engage in sexual/intimate activities with the consumers they serve.

Make Self-Care a Priority

2. Adult Peer Support Specialists will maintain high standards of personal conduct. Adult Peer Support Specialists will also conduct themselves in a manner that **fosters their own recovery.**

Compassion Fatigue
or
Vicarious Trauma

Anyone who works directly
with individuals
who have been traumatized
is vulnerable to the effects of trauma.

Be Aware of the Signs

- ❖ Emotional: anger, sadness, prolonged grief, anxiety, depression
- ❖ Physical: headaches, stomachaches, lethargy, constipation
- ❖ Personal: self-isolation, cynicism, mood swings, irritability with spouse/family
- ❖ Workplace: avoiding peers, missed appointments, tardiness, lack of motivation, moodiness

Be Aware of the Signs

- ❖ Increased irritability or impatience with peers we are serving.
- ❖ Decreased concentration
- ❖ Feeling numb/detached – denial of our own traumatic events
- ❖ Intense feelings/thoughts/dreams over time about a peer's trauma

Are you “symptomatic”?
or
Is it compassion fatigue?

Either way ...

- ❖ Don't go it alone
- ❖ Recognize compassion fatigue as an occupational hazard
- ❖ Seek help with your own traumas
- ❖ If you see signs in yourself, talk to a professional
- ❖ Ask for what you need!

Develop a Support Network
and
USE IT!

Questions?

Comments?

Concerns?

Thank you!

Molly Clouse, M.Ed., APSS
mclouse@bridgehaven.org

Bridgehaven Mental Health Services

950 S. First Street

Louisville, KY 40203

(502) 585-9462

www.bridgehaven.org